

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/673,105)	Confirmation No.:	2566
)		
Applicant:	FLOCKHART et al.)	TC/A.U.	3623
)		
Filed:	09/26/2003)	Examiner:	Nadja N. CHONG CRUZ
)		
Docket No.:	4366-113)		
)		
For:	CONTACT CENTER RESOURCE)		
	ALLOCATION BASED ON WORK)			
	BIDDING/AUCTION)		

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of September 2, 2009. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are shown in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 15 of this paper.